



PATIENT'S BILL OF RIGHTS & RESPONSIBILITIES

Florida law requires that your healthcare provider or healthcare facility recognize your rights while you are receiving medical care and that you respect the healthcare provider's or healthcare facility's right to expect certain behaviors on the part of the patients.

- A patient has the right to be treated with courtesy and respect, with appreciation of his/her individual dignity and with protection of his/her need for privacy.
- A patient has the right to a prompt and reasonable response to questions and requests.
- A patient has the right to know who is providing medical/dental services and who is responsible for his/her care.
- A patient has the right to a prompt and reasonable change of providers when requested.
- A patient has the right to know what patient support services are available, including whether an interpreter is available if he/she does not speak English.
- A patient has the right to know what rules and regulations apply to his/her conduct.
- A patient has the right to be given, by his/her healthcare provider, information concerning diagnosis, planned course of treatment, alternatives, risks and prognosis.
- A patient has the right to refuse any treatment, except as otherwise provided by law.
- A patient has the right to be given, upon request, full information and necessary counseling on the availability of known financial resources for his/her care.
- A patient who is eligible for Medicaid or Medicare has the right to know, upon request and in advance of treatment, whether the healthcare provider or healthcare facility accepts the Medicaid or Medicare assignment rate.
- A patient has the right to receive, upon request, prior to treatment a reasonable estimate of charge for medical care.
- A patient has the right to receive a copy of a reasonably clear and understandable itemized bill and, upon request, to have the charges explained.
- A patient has the right to impartial access to medical treatment or accommodations, regardless of race, national origin, religion, physical handicap or source of payment.
- A patient has the right to treatment for any emergency medical condition that will deteriorate from failure to provide treatment.

- A patient has the right to know if medical treatment is for purpose of experimental research and to give his/her consent or refusal to participate in such experimental research.
- A patient has the right to express grievances regarding any violation of his/her rights, as stated in Florida Law. Patients can express their grievance by notifying the Patient Advocate at the clinic, via our webpage at www.suncoast-chc.org or through the appropriate state licensing agency.
- A patient has the right to appropriate assessment and management of pain.
- A patient is responsible for providing to his/her healthcare provider, to the best of his/her knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other matters relating to his/her health.
- A patient is responsible for reporting unexpected changes in his/her condition to his/her healthcare provider.
- A patient is responsible for reporting to his/her healthcare provider whether he/she comprehends a contemplated course of action and what is expected of him/her.
- A patient is responsible for following the treatment plan recommended by his/her healthcare provider.
- A patient is responsible for keeping appointments and, when he/she is unable to do so for any reason, for notifying the healthcare provider or healthcare facility.
- A patient is responsible for his/her actions if he/she refuses treatment or does not follow the healthcare provider's instructions.
- A patient is responsible for assuring that the financial obligations of his/her healthcare are fulfilled as promptly as possible.
- A patient is responsible for following healthcare rules and regulations regarding care and conduct.

Appointment Line • (813) 653-6100

Brandon Community Health Center • 313 S. Lakewood Drive Brandon, FL 33511 • Phone: 813-349-7900
Palm River Community Health Center • 7728 Palm River Road Palm River, FL 33619 • Phone: 813-630-3600
Plant City Family Care • 801 E. Baker Street Plant City, FL 33563 • Phone 813-349-7600
Ruskin Health Center • 820 15th Street SE Ruskin, FL 33570 • Phone: 813-349-7800
SCHC Woman's Care of Lakeland • 1729 Lakeland Hills Blvd. Lakeland, FL 33805 • Phone: 863-940-2908
Thonotosassa Community Health Center • 9555 E. Fowler Ave. Thonotosassa, FL 33592 • Phone 813-653-6100
Tom Lee Community Health Center • 14254 Dr. Martin Luther King Blvd. Dover, FL 33527 • Phone: 813-349-7700
Wimauma Community Health Center • 16621 Lagoon Shore Blvd. Suite A Wimauma, FL 33598 • Phone: 813-331-4915
A Smile Every Mile – Mobile Dental • 313 S. Lakewood Drive Brandon, FL 33511 • Phone: 813-653-6130
Wellness on Wheels – Mobile Medical • 7728 Palm River Rd. Palm River, FL 33619 • Phone: 813-653-6131